

Consumer Access to Experience with Clinical Services

Strategic Priority: Streamline access and enhance customer experience for those who need services from more than one Department, including by promoting information-sharing, registration, care management, and referral processes, training staff on cross-discipline practice, and increasing co-location of services.

Goal 1: Implement staff workflow processes and technical infrastructure necessary to ensure clients can access services in another Department without having to duplicate registration, financial screening, and eligibility/determination processes

Next Steps

- Subgroup formed and have commenced meetings
- Mapping scheduling, registration, financial clearance/screening, and referral processes in each Department
- Explore ways to share financial screening/ eligibility/determination information across Departments

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Goal 2: Develop joint care management plans for individuals served by more than one Department

Goal 3: Implement Agency-wide referral processes and technical infrastructure and train staff on protocols through which clients can be identified and referred directly to services in or funded by another Department

Next Steps

- Develop a model for joint care management, focusing on high utilizers in the ED/hospitals
- Improve referrals and workflow for DHS primary care patients with behavioral health care needs; expand use of EHR communication and eConsult solution to increase joint care planning activities

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Goal 4: Expand number of directly-operated and contracted clinical sites at which individuals can receive co-located physical, mental, substance use, and public health services

Next Steps

- Identified phase one locations in existing DPH clinics to commence DHS primary care services
- Subgroup meeting biweekly to plan co-location
- Identify milestones and develop timeline (assess physical layout for adequate patient flow, IT infrastructure for electronic health record, identification of staff and need for cross training, etc.)

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Goal 5 : Successfully implement DHS' Electronic Health (ORCHID) Record at all DPH sites that deliver health care services suitable for ORCHID implementation

Next Steps:

- DPH leads attend the weekly DHS ORCHID Oversight Committee
- Operational meetings commenced with DHS ORCHID Project Team and DPH
- Assessment of physical sites for IT infrastructure began
- Target go-live in end of July 2016

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Goal 6: Determine best short- and long-term course of action to the secure sharing of personal health information, including consideration of a shared hub approach vs. potential shift to a single EHR with appropriate interfaces to contracted partners

Next Steps

- Universal Release of Information is being worked on by DHS, DMH, DPH, and health plans
- MOU has been drafted for DHS and DMH for designated individuals to have access to each Department's EHR
- Search for long-term solution led by the CEO/CIO office